

WHAT IS CLAIMED IS:

1 1. A support information communication system for transferring requests
2 for information support regarding at least one of a plurality of activities including
3 mounting, dismounting and servicing a bearing or seal, and for transferring the
4 information support, comprising an information terminal and an information
5 support computer, the information support computer being adapted to:
6 receive an information support request via a communication network
7 from an information terminal, the request being related to detailed support
8 information supporting personnel intending to perform one of the activities;
9 process the information support request and provide support
10 information in relation to the request; and
11 transmit the support information via the communication network to the
12 information terminal;
13 the information terminal being adapted to receive information support from
14 the information support computer via the communication network after
15 transmitting an information support request from the information terminal to allow
16 the at least one activity to be performed.

1 2. The communication system according to Claim 1, wherein the
2 information terminal and the information support computer are remotely arranged
3 in relation to each other.

1 3. An information support computer for providing support information
2 relating to at least one of a plurality of activities including mounting, dismounting
3 and servicing a bearing or seal, the information support computer being arranged
4 for
5 receiving an information support request via a communication network
6 from an information terminal, the request being related to detailed support
7 information supporting personnel intending to perform one of the activities,
8 processing the information support request and providing support
9 information in relation to the request; and
10 transmitting support information via the communication network to the
11 information terminal.

1 4. The information support computer according to Claim 3, wherein the
2 support information is arranged to be provided in a single information support
3 transmission in response to a request comprising a set of data relating to the
4 information.

1 5. The information support computer according to Claim 3, wherein the
2 support information is arranged to be provided sequentially and transmitted in
3 several information support transmissions to an information terminal as the at least
4 one activity proceeds.

1 6. The information support computer according to Claim 3, wherein the
2 transmitted support information is arranged to present opportunities of requesting
3 further information support.

1 7. The information support computer according to Claim 3, in which the
2 support information comprises the following three categories of information:
3 precautions, activity procedures and recommended tools.

1 8. The information support computer according to Claim 7, which is
2 arranged to offer personnel an opportunity to purchase recommended tools.

1 9. The information support computer according to Claim 7, in which the
2 support information is arranged to offer information support in relation to
3 alternatives of the at least one activity.

1 10. The information support computer according to Claim 3, wherein the
2 information support computer is adapted to receive a code from the information
3 terminal that is specifically related to the at least one activity.

1 11. The information support computer according to Claim 3, in which a
2 format of the transmitted information support is in hypertext mark-up language
3 (HTML).

1 12. The information support computer according to Claim 3, which is
2 arranged for allowing users to choose a language for the support information from
3 a predetermined set of languages.

1 13. The information support computer according to Claim 3, in which the
2 information support is in the form of text.

1 14. The information support computer according to Claim 3, wherein the
2 information support is in the form of images.

1 15. An information terminal for obtaining support information for
2 performing at least one of a plurality of activities that include servicing, mounting
3 and dismounting a bearing or a seal, the information terminal being arranged to
4 receive information support from an information support computer via a
5 communication network after transmitting an information support request from the
6 information terminal to allow the at least one activity to be performed.

1 19. The method according to Claim 18, including transmitting the support
2 information in a single information support transmission in response to the request
3 comprising a set of data relating to the information requested.

1 21. The method according to Claim 18, further comprising receiving a
2 code from the information terminal, and the information support computer
3 transmitting support information relevant to an activity specifically related to the
4 code.

23. The method according to Claim 18, further comprising choosing a language of the information support from a predetermined set of languages in the information support computer.

1 24. The method according to Claim 18, wherein the support information is
2 provided at least partially as text.

1 25. The method according to Claim 18, wherein the support information is
2 provided at least partially as images.

1 26. A method for obtaining information support to be used by personnel to
2 perform at least one of a plurality of activities that include servicing, mounting
3 and dismounting a bearing or a seal, comprising:

4 transmitting to an information support computer via a communication
5 network an information support request relating to a bearing or seal using an
6 information terminal; and

7 receiving detailed information support at the information terminal from the
8 information support computer via the communication network regarding the at
9 least one activity involving the bearing or seal to support personnel intending to
10 perform the at least one activity.

1 27. A graphical user interface for selective provision of service
2 information associated with at least one of a bearing and a seal, said graphical user
3 interface comprising:

4 a first interface element for entering a code associated with said at
5 least one of a bearing and a seal; and

6 a second interface element for selecting one of a plurality of types of
7 service procedures for which said service information is to be provided.

8 28. The graphical user interface of Claim 27, wherein said at least one of
9 a bearing and a seal is a bearing, and said second interface element includes a link
10 for each of a plurality of types of procedures including at least one of:

11 a first link for providing service information associated with mounting
12 said bearing;

13 a second link for providing service information associated with
14 dismounting said bearing; and

15 a third link for providing other service information associated with
16 said bearing.

1 29. The graphical user interface of Claim 27, further comprising a third
2 interface element for selecting a combination of said code and a selected one of
3 said plurality of types of service procedures.

1 30. The graphical user interface of Claim 29, wherein user actuation of
2 said third interface element results in a set of additional interface elements being
3 displayed, which additional interface elements are each associated with subfeatures
4 of said selected one of said plurality of types of service procedures.

1 31. The graphical user interface of Claim 27, wherein said at least one of
2 a bearing and a seal is a bearing, said selected one of said plurality of types of

3 service procedures is mounting said bearing and said subfeatures associated with
4 said additional interface elements include:

5 a first link for providing service information associated with mounting
6 said bearing on a first member;

7 a second link for providing service information associated with
8 mounting said bearing on a second member different from said first member; and

9 a third link for providing service information associated with
10 mounting said bearing on a third member different from said first and second
11 members.

1 32. The graphical user interface of Claim 31, wherein user actuation of
2 one of said first, second and third links results in a display of service information
3 associated with a corresponding mounting technique for said bearing.

1 33. The graphical user interface of Claim 32, wherein said display of
2 service information includes graphics which illustrate how to perform said
3 corresponding mounting technique.

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